

City of Roswell

Pecos Trails Transit System

Passenger Bill of Rights And Responsibilities

As our riders and customers, you have the right to:

- A safe and reliable bus ride
- Professional and courteous service
- A clean and comfortable bus
- Easy access to the rules of riding the bus and have the rules posted in the vehicle
- Report disputes over fares and transfers
- Know the bus number to report incidents or resolve problems
- Access and receive a timely response to your Transit needs
- Tell us about the quality of your service and how we can make your transit system better
- Accurate information on routes, schedules, fares and other mobility options

For passenger comfort and safety please fulfill your responsibilities by:

- Having your fare ready when boarding the bus and understand how to insert the fare correctly
- Allowing seniors and disabled persons to occupy priority seating
- Please do not occupy more than one seat when others need seating
- Closing your strollers and have children seated for their own safety
- Not smoking, eating, drinking, or spitting
- Using headphones when playing audio devices
- Staying behind the safety line when the bus is in motion
- Allowing the operator to drive the bus safely by not speaking with the operator while the bus is moving